

国家中等职业教育改革发展示范学校建设系列教材

旅游英语口语

LVYOU YINGYU KOUYU

主编 / 张惠琴



中南大学出版社
www.csupress.com.cn

国家中等职业教育改革发展示范学校建设系列教材

旅游英语口语

主 编 张惠琴
副 主 编 曹苏芬 蒋晓青
参编人员 柏立青 戴美飞 吴婷
主 审 张素春



中南大学出版社
www.csupress.com.cn

图书在版编目(CIP)数据

旅游英语口语/张惠琴主编. —长沙:中南大学出版社,2014.7

ISBN 978-7-5487-1106-3

I. 旅... II. 张... III. 旅游-英语-口语 IV. H319.9

中国版本图书馆CIP数据核字(2014)第144824号

旅游英语口语

张惠琴 主编

责任编辑 陈应征 谢金伶

责任印制 易建国

出版发行 中南大学出版社

社址:长沙市麓山南路

邮编:410083

发行科电话:0731-88876770

传真:0731-88710482

印 装 长沙市宏发印刷有限公司

开 本 787×1092 1/16 印张 8.5 字数 207千字

版 次 2014年7月第1版 2014年7月第1次印刷

书 号 ISBN 978-7-5487-1106-3

定 价 20.00元

图书出现印装问题,请与经销商调换

国家中等职业教育改革发展示范学校建设系列教材

编 委 会

名誉主任 仇贻鸿

主 任 周金葵

副 主 任 陈爱华

委 员 项 薇 王志泉 兰景贵 鲍国荣

吴 钧 洪在有 石其富 巫惠林

王丁路 何耀明 朱孝平 余晓春

金尚昶 范秀芳

本书编审人员

主 编 张惠琴

副主编 曹苏芬 蒋晓青

参 编 柏立青 戴美飞 吴婷

审 稿 张素春

前 言

职业教育是为经济社会发展提供基础性技能型人才的重要阵地，是我国教育体系的重要组成部分。多年以来，我国职业教育培养了大量具有专业理论知识、熟练操作技能和良好教育素质的劳动者，为社会发展做出了重要贡献。国家中等职业教育改革发展示范学校项目建设，将大大加强技能人才培养的力度，加快技能人才培养的步伐，使项目建设单位在我国职业教育发展中发挥更为显著的引领、示范和辐射作用。为了深度推进示范学校项目建设，进一步提升学校综合办学实力、核心竞争力，使学校成为全国中等职业学校教育改革的示范、教学质量的示范、育人的示范，金华市高级技工学校课程体系与教学内容等方面进行了改革。根据我国旅游英语口语的特定环境，结合学校实际，组织编写了《旅游英语口语》教材。

本书主要介绍了旅游常识、机场到港/离港程序、宾馆预订房间、中外饮食、银行业务、中国文化、旅游景观、欢迎和告别等诸多方面的知识。通过本教材各话题的学习，不仅能帮助旅游管理专业学生打下扎实的旅游英语口语基础，而且能使他们拓宽视野、增长知识、增强交际能力。

本书的编写思路符合高技能人才培养目标，适用于旅游类高级技能人才培养，也可作为相关行业人员的学习参考书。

张素春老师主审了本书，王栋参与了本书的资料整理和校稿等工作，本书编写中还得到了金华市高级技工学校副校长陈爱华老师的热情帮助和指正，在此一并表示感谢。

限于编者水平，书中难免会有疏漏和不妥之处，恳请读者批评指正。

编 者

2014年6月

Contents

Unit 1	Arrival at the Airport 到达机场	(1)
Unit 2	On Board 乘飞机	(7)
Unit 3	Reservation 预定	(12)
Unit 4	Accommodation 住宿	(18)
Unit 5	Catering 餐饮	(23)
Unit 6	Banking 银行业务	(29)
Unit 7	Transportation 交通	(34)
Unit 8	Food and Entertainment 饮食与娱乐	(39)
Unit 9	Chinese Culture 中国文化	(46)
Unit 10	Sightseeing around Hangzhou 游览杭州	(54)
Unit 11	Sightseeing around Beijing 游览北京	(61)
Unit 12	Welcome and Farewell Speech 欢迎与告别	(68)
Unit 13	Good Communication 良好交流	(74)
Unit 14	Dealing with Emergencies 紧急事件的处理	(79)
	《旅游英语口语》笔试试题(一)	(85)
	《旅游英语口语》笔试试题(一) 参考答案及评分标准	(91)

《旅游英语口语》口试试题(一)	(94)
《旅游英语口语》口试试题评分说明	(95)
《旅游英语口语》笔试试题(二)	(97)
《旅游英语口语》笔试试题(二) 参考答案及评分标准	(102)
《旅游英语口语》口试试题(二)	(105)
《旅游英语口语》笔试试题(三)	(107)
《旅游英语口语》笔试试题(三) 参考答案及评分标准	(113)
《旅游英语口语》口试试题(三)	(116)
《旅游英语口语》笔试试题(四)	(117)
《旅游英语口语》笔试试题(四) 参考答案及评分标准	(123)
《旅游英语口语》口试试题(四)	(126)

Unit 1 Arrival at the Airport 抵达机场

Objectives

1. To get the students to know about airport arrival and departure procedures
2. To familiarize the students with the vocabulary related to the unit topic
3. To familiarize the students with the functional expressions related to the topic
4. To cultivate the students' ability to have conversations in different situations at an airport

I. Listening

Listen to the song "Right Here Waiting" twice and fill in the blanks with the words you hear.

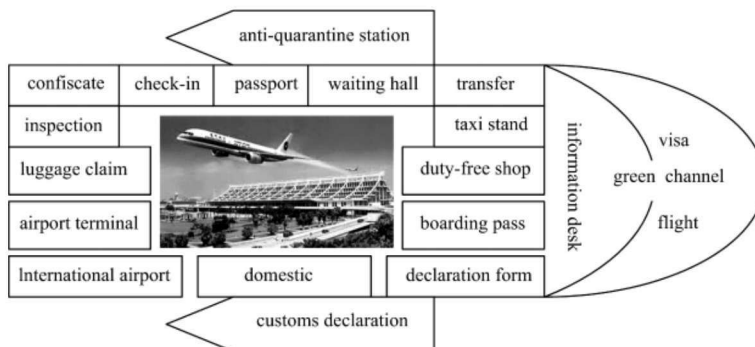
Right Here Waiting

Oceans apart _____	_____ you go
And I _____ go insane	_____ you do
I hear your _____ on the line	I will be right here _____ for you
But it doesn't stop the _____	_____ it takes
If I see you next to _____	Or how my _____ breaks
How can we say _____	I will be _____ here waiting for you

II. Vocabulary Building

The following figure shows the useful vocabulary in conversations at an airport. Please put them into Chinese.

- | | | | |
|-------------------------|--------|-----------------------------|--------|
| 1. check-in | 登机手续办理 | 2. passport | 护照 |
| 3. waiting hall | 候机大厅 | 4. confiscate | 没收 |
| 5. inspection | 检查 | 6. luggage claim | 行李认领处 |
| 7. airport terminal | 候机楼 | 8. international airport | 国际机场 |
| 9. transfer | 中转 | 10. taxi stand | 出租车招呼站 |
| 11. duty-free shop | 免税商店 | 12. boarding pass | 登机牌 |
| 13. luggage carousel | 行李传送带 | 14. domestic departure | 国内航班出站 |
| 15. customs declaration | 报关 | 16. anti-quarantine station | 卫生检疫站 |
| 17. visa | 签证 | 18. green channel | 绿色通道 |
| 19. flight | 航班 | 20. information desk | 问讯处 |



Picture 1

III. Useful Expressions

Chart 1

May I see your passport please?	Sure. Here it is.
What is the purpose of your visit to...?	On business/Travelling/Visiting relatives.
This visa is good for two weeks. Do you intend to stay longer than that?	No. Just for ten days.
How long are you planning to stay?	For two weeks.
Take your baggage to the baggage section. (baggage = luggage)	OK.
Do you have anything to declare?	No, nothing. / Yes, I have some foreign currency to declare.
Please fill in this disembarkation card (入境卡).	OK.
Excuse me, but are you ... from ...?	Yes, I am.
Where is the taxi stand?	By the main entrance.
I can't find my suitcase.	Could you show me your ticket and baggage claim tag?

IV. You Need to Know

Airport Arrival Procedures

1) Make your way to luggage claim from the aircraft if you have luggage to collect. TV screens will direct you to the correct luggage carousel(行李传送带). Collect your luggage.

2) If you are changing flights, look for transfer signs. They usually avoid going through customs. Transfers usually have their own check in desk for the ongoing flight.

3) Make your way to customs, then move onto passport control.

4) Local buses and taxis are usually outside the arrival terminal.

Airport Departure Procedures

1) Check in for your flight and get a boarding pass. You can do this in one of several ways. The easiest is to print it online via your airline's website. You can also print it at a computer at the airport. Or you can obtain it from the ticket agent desk at the airport.

2) Check in your luggage if you have it. There will be a counter for your specific airline that you will use to do this. You will need to show them your boarding pass so they tag the bag for the correct aircraft.

3) Make your way to the security line. When you go through security, be sure to have your photo ID ready to show the officer. Also try to have your hand luggage organized in case of a search. You are not allowed to have any liquid items with you more than 100 millilitres.

4) Go to the gate listed on your boarding pass. Be sure to check the screens to make sure your flight is leaving from the same gate as your pass states. Wait for your aircraft and board when asked by the attendant.

V. Dialogues

1. Going through Customs 通过海关



Picture 2

Mr. Zhang wants to travel around England. He is going through customs.

Officer: Welcome to Britain. May I see your passport please?

Mr. Zhang: Sure. Here it is.

Officer: What is your purpose of your visit?

Mr. Zhang: I'm here sightseeing.

Officer: How long are you going to stay here?

Mr. Zhang: For two weeks.

Officer: Have you ever been to Britain before?

Mr. Zhang: No, this is my first time.

Officer: Have you got anything to declare?

Mr. Zhang: No, I haven't.

Officer: What do you have in the bag?

Mr. Zhang: Just clothes, books and a camera.

Officer: Do you mind opening the bag for inspection?

Mr. Zhang: Certainly not.

Officer: OK. Enjoy your holiday!

Role-play

Practice the dialogue above and create your own similar dialogues according to the given situations below, using the vocabulary in Part II.

Situation A: Miss Li is going to Canada on business. After that she will do some travelling.

Situation B: Mr. White is coming to China to visit his friends. At the same time he will travel around the famous cities in China.

2. At the Information Desk



Picture 3

It is the first time for Yang Lei to go abroad. Now he is confused about getting out of the airport and seeking for help from the information desk.

Information clerk: What can I do for you?

Yang Wei: Can you tell me how to get back my checked luggage?

Information clerk: OK. Can you see the TV screen? Try to find your flight number and you will

see the number of your luggage carousel.

Yang Wei: What should I do after I get the luggage?

Information clerk: You need to pass through customs and passport control.

Yang Wei: Then where can I find a taxi?

Information clerk: After you go through the security inspection, walk through Gate 8. The taxi stand is just outside the gate.

Yang Wei: Thank you very much.

Information clerk: My pleasure.

Role-play

Practice the dialogue above and create a similar dialogue with your partner according to the given situations below, using the vocabulary in Part II.

Situation A: Jack needs to transfer to another flight but he doesn't know how. So he is inquiring about it at the information desk.

Situation B: Tom's flight is delayed and he doesn't know when his flight will depart. He is inquiring about it at the information desk.

3. Meeting a Tour Group at the Airport

Xiao Sun is a tour guide with a travel agency in Hangzhou. Now he is meeting Mr. White, a tour leader and his group from America at the airport.

Sun: Excuse me, are you Jennifer White, tour leader from Orlando Vacations in America?

White: Yes. I am.

Sun: I'm Xiao Sun from Hangzhou International Travel Service. I'm your local guide.

White: Nice to meet you!

Sun: Nice to meet you, too. Welcome to Hangzhou.

White: Thank you!

Sun: Did you enjoy your trip to Xi'an?

White: The Terracotta Warriors and Horses are marvelous!

Sun: I'm glad to hear that. Could you tell me if every one of the group is here?

White: (Check the number) One, two, three... Yes, we are all here.

Sun: OK. Let's move to the coach. The driver is waiting for us in the parking lot.

White: Hi, everybody. Please follow my flag.

(They are all on board now.)

White: Attention, please. Everybody! Our coach number is 23432. Please remember it. There will be 30 minutes before we arrive at the hotel.

4. Reporting Lost Luggage

Yang Wei can't find his luggage at the luggage carousel, so he comes to the Lost and Found Counter for help.

Staff: Can I help you?

Yang Wei: Yes. I can't find my checked luggage. It is a black suitcase.

Staff: Don't worry, sir. Have you been to the right luggage carousel of your flight number?

Yang Wei: Yes.

Staff: Could you show me your ticket and baggage claim tag?

Yang Wei: Here they are.

Staff: Can you describe your suitcase?

Yang Wei: It is a black canvas suitcase with wheels, about seventy centimeters long, forty centimeters wide and 30 centimeters high.

Staff: All right. Would you please fill in the Property Irregularity Report? We will deal with it immediately. Sorry for the inconvenience.

Yang Wei: Shall I come back again?

Staff: No. We will send the suitcase to your address that you leave in the report as soon as possible.

Yang Wei: Thank you very much.

VI. Further Practice

Create your own dialogues according to the following situations.

Situation 1: A is checking in his luggage. He is having a conversation with B at the counter.

Situation 2: A is ready for boarding but he finds the boarding gate has been changed. So he is asking B for help at the information desk.

Situation 3: A is carrying some fruit when he is going through the airport security check. B is the officer who confiscates the fruit.

Situation 4: A is shopping at a duty-free shop and B is a shop assistant.

Unit 2 On Board 乘飞机

Objectives

1. To get the students to know about the common sense of taking planes
2. To familiarize the students with the vocabulary related to the unit topic
3. To familiarize the students with the functional expressions related to the topic
4. To cultivate the students ability to have conversations in different situations on board

I. Listening

Listen to the song “Sunny Came Home” twice and fill in the blanks with the words you hear.

Sunny Came Home

Sunny came home to her _____ room

Sunny sat down in the kitchen

She _____ a book and a box of tools

Sunny came home with a _____

She says days go by I'm hypnotized

I'm _____ on a wire

I close my eyes and fly out of my mind

Into the fire

Sunny came home with a list of names

She didn't _____ transcendence

It's time for a few small _____ she said

Sunny came home with a vengeance

She says days go by I don't know why

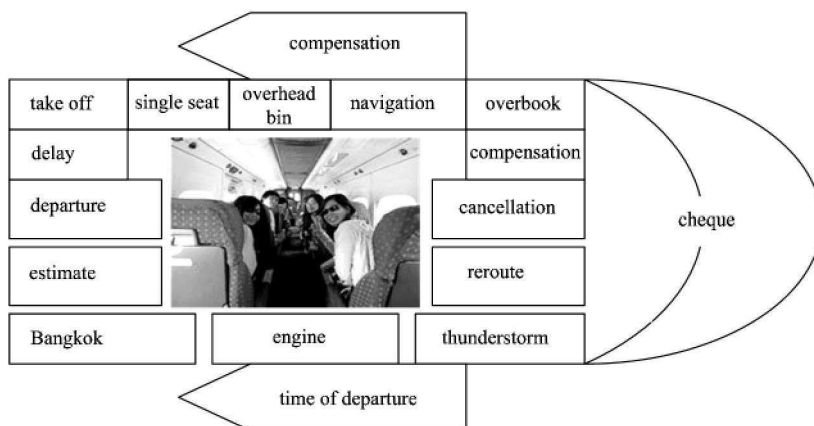
I'm walking on a wire

I close my eyes and _____ of my mind

II. Vocabulary Building

The following figure shows the useful vocabulary in conversations on board. Please put them into Chinese.

- | | | | |
|-----------------|--------|------------------|------|
| 1. take off | 起飞 | 8. reroute | 变更旅程 |
| 2. delay | 延误 | 9. cancellation | 取消 |
| 3. departure | 出发、离开 | 10. compensation | 报酬 |
| 4. estimate | 估计 | 11. overbook | 超额定出 |
| 5. Bangkok | 曼谷 | 12. navigation | 航海 |
| 6. engine | 发动机、机车 | 13. overhead bin | 舱顶 |
| 7. thunderstorm | 暴风雨 | 14. single seat | 单座 |



Picture 1

III. Useful Expression

Chart 1

What's the extent of the delay?	Due to a mechanical problem.
Put you up free at the airport hotel.	The estimated time of departure(ETD) .
Keep my fingers crossed.	The estimated time of arrival(ETA) .
Refund the difference.	On behalf of our airline.
The food on the board is free of charge.	Would you help me with this seatbelt, please?
You have to bring your seat forward for the landing.	It was boring to sit on the plane with nothing to read.
I would like to upgrade my airplane seat to first class.	Oxygen masks are used in aircraft only in emergencies.
Push the call button and an air hostess will come at once.	Considering your own safety, please don't smoke on the plane.
You need to bring your tray table to the upright and locked position.	Passengers now have to go through double screening before getting on their plane.

IV. You Need to Know

Some Tips When Taking Planes

1) In order to ensure the normal operation of aircraft navigation and communication systems, passengers are toys, and other electronic devices throughout the flight and the laptop computers are not allowed to use during take-off and landing.

2) Please be seated, fasten your seat belt, and make sure your seat back is straight up, your tray table is closed and your carry-on items are securely stowed in the overhead bin or under the seat

in front of you. (This is a non-smoking flight, please do not smoke on board.)

V. Dialogues

1. Talking About the Interest

A: Oh, so many passengers on the plane!

B: Yeah. The Olympic Games always draws many people to the host country.

A: Well, what sports are you particularly interested in?

B: I am interested in ball games, football and basketball in particular.

A: Many people are interested in ball games, but I am more interested in swimming and diving. Well, the plane is taking off, please fasten your seat belt.

B: Thank you.

Role-play

Practice the dialogue above and create your own similar dialogues according to the given situations below.

Situation A: Miss Cheng is going to Canada on business. she is talking about the weather with her partner.

Situation B: Mr. White is coming to China to visit his friends. At the same time he talks about some places of interest.

2. Offering Special Services to a Delayed Passenger



Picture 2



Picture 3

P: Hello, I'm checking in for the Hong Kong Flight. Flight 510, I believe.

A: I'm sorry, sir, that your flight has been delayed due to a mechanical problem.

P: What's the extent of the delay?

A: About four hours. The estimated time of departure will be 7:45 p.m. .

P: Well, that's a long delay. I have to wait and leave after supper.

A: We are sorry about the delay. We'd like you to be our guest for supper. There's a bus waiting outside to take you to the airport hotel. You can relax there until the flight time. We will let you know when to come and complete your check-in.

P: Thank you.

Role-play

Please make apologies to the following passengers and offer proper services to them.

Situation A: It's lunch time, but the passenger's flight for Bangkok has been delayed for about two hours due to the engine trouble.

Situation B: An unexpected thunderstorm holds up several outgoing flights in the afternoon. The passengers have to wait until the weather conditions improve. Proper drink service will be offered on a complimentary basis.

3. Rerouting a Passenger Due to Flight Cancellation

A: I'm afraid, Mr. Wang, that Flight MU271 to Tokyo has been cancelled due to the technical trouble. Our reservation section has been trying to contact you, but we were unable to reach you at the number you gave us.

P: I'm sorry I've been out of town the last couple of days and just came back. Then what are you going to do with my flight?

A: I can rebook you on the same flight tomorrow. Of course, we'll put you up free at the airport hotel tonight.

P: Isn't there any earlier flight? I must arrive in Tokyo for a business talk today.

A: There is the Japan Airlines Flight 792 today that leaves at 2:10 p.m. and arrives in Tokyo at 6:00 p.m. .

P: Good. I'll take this flight.

A: Let me check the seats on the flight.

...

I can confirm the seat on this flight for you. Could you let me have your ticket, please? I'll endorse your ticket to the Japan Airlines and change the reservation details on your ticket.

...

Here is your ticket, Mr. Wang. We are sorry about the cancellation and hope that we will serve you next time.

4. The Airline Offers Compensation to the Denied Passenger Because of Overbooking

A: Excuse me, are you Mr. Blake?